

MEMORANDUM

TO: Chairman Sara Kyle
Director Lynn Greer
Director Melvin Malone

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: February 14, 2001

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JANUARY

Regulated utility complaints received and investigated in January: 136
Non-regulated complaints received and investigated in January: 1
Number of Telemarketing complaints investigated in January: 54
Number of follow-up investigations made in January: 339
Year-to-date utility complaint total: 137
Year-to-date total of Tennesseans signed up for Do Not Call Register: 678,764

NUMBER OF REGULATED COMPLAINTS RECEIVED

Gas Compies

1. Atlanta Gas	2
2. Nashville Gas	3
3. United Cities Gas	8

CLEC's

1. XO Communications	1
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Electric Companies

Telephone Companies

1. BellSouth	40
2. Citizens	2
3. Loretto	1
4. Millington	1
5. Peoples	1
6. Sprint United	9
7. TDS	1
8. United	1

Non-Regulated Companies

1. American Electric Power	4
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1. AOL Internet	2
2. Best Web	1

Long Distance Carriers & Resellers

1. AT&T	16
2. Broadwing	1
3. Business Options	1
4. Citizens Communications	1
5. DPI	2
6. Excel	2
7. Frontier	1
8. Hold	1
9. IDT	3
10. Integretel	2
11. ITC	1
12. MCI	8
13. Qwest	2
14. Sprint	5
15. UKI	3
16. US Lec	1
17. US LD	1
18. World Com Network	2
19. TalkAmerica	3
20. Talk.com	1

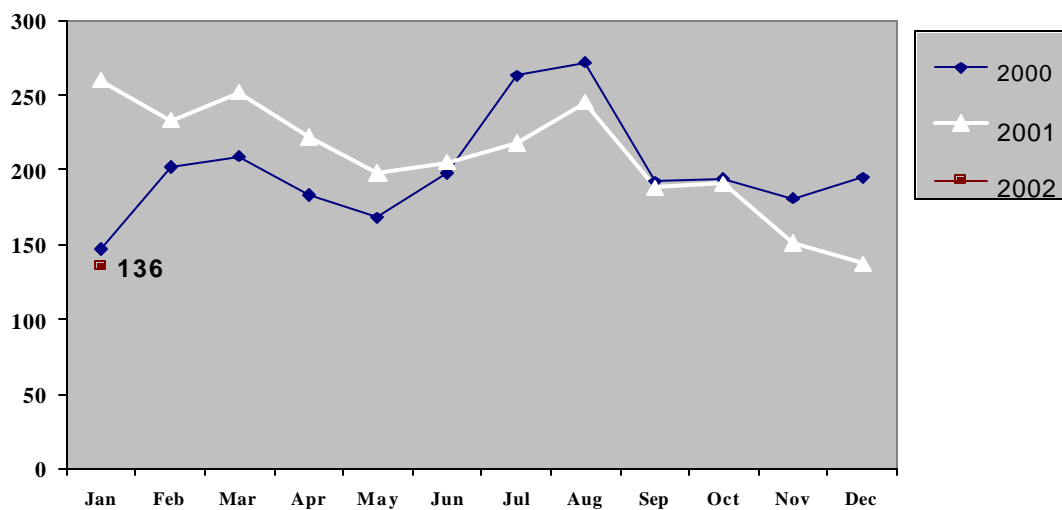
NON Regulated Complaints

1. CierraComm	1
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Relay Center Complaints

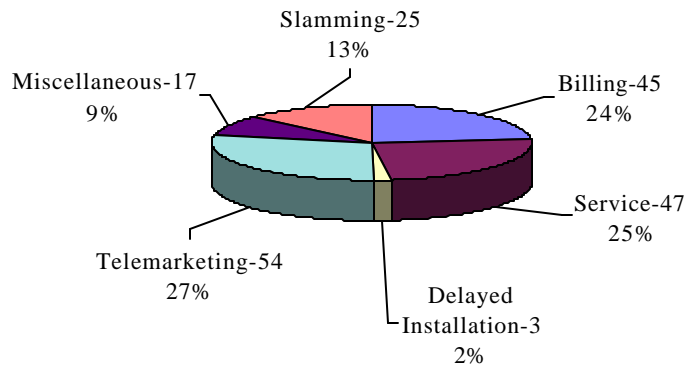
1. AT&T Relay	1
2. Tennessee Relay Center	1

Regulated Utility Complaints from 2000, 2001, and 2002:



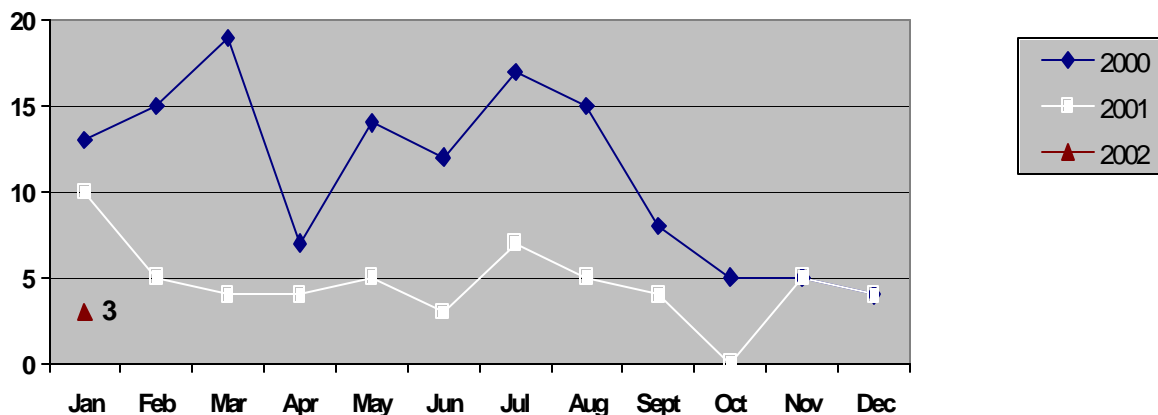
Graph 1

Complaint Totals for January:



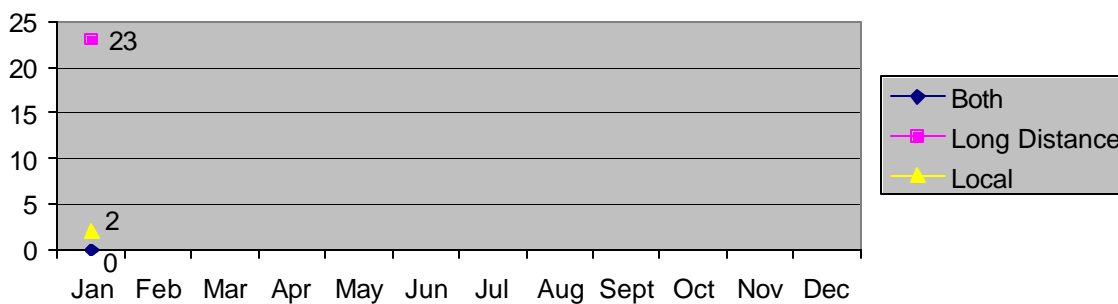
Graph 2

BellSouth Delayed Installation of New Service – 2000, 2001, and 2002:



Graph 3

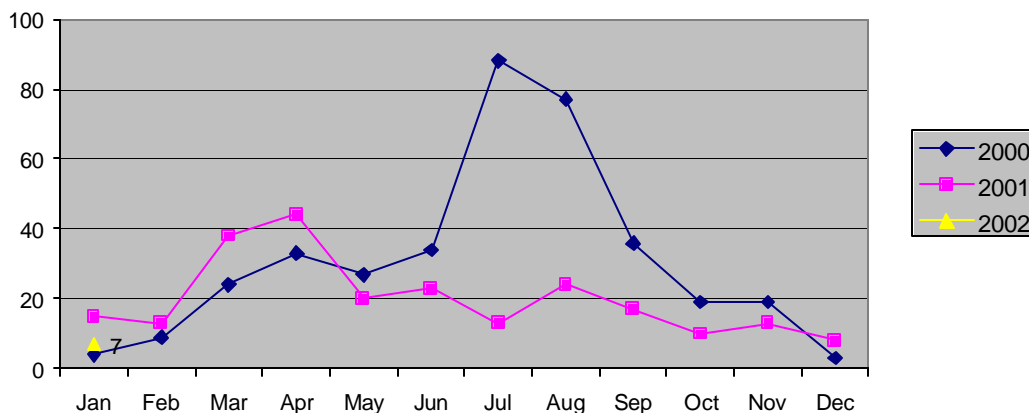
Slamming Totals:



*Highest Number of Slamming Complaints for the Month of January:
AT&T-5*

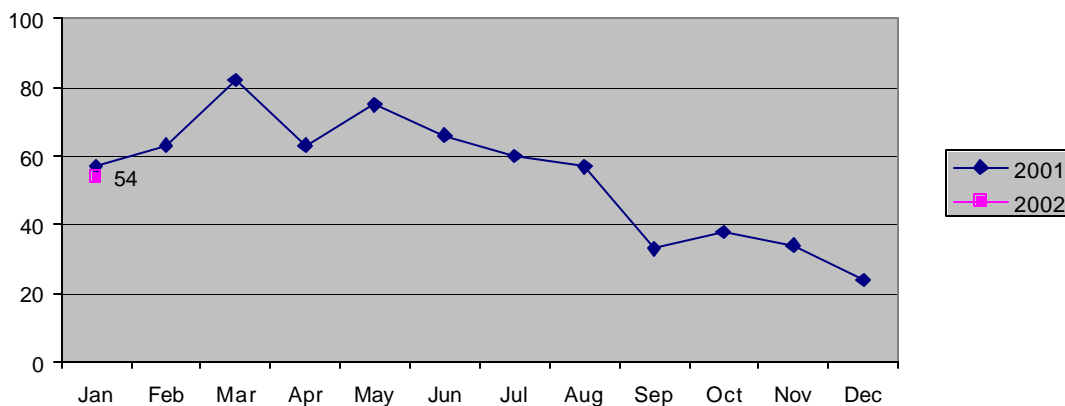
Graph 4

County Wide Calling Complaints from 2000, 2001, and 2002:



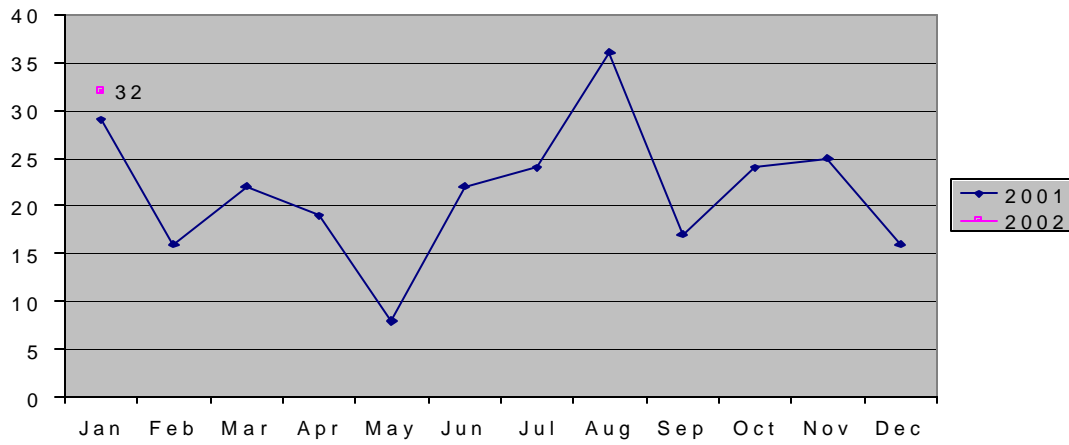
Graph 5

Telemarketing Complaints:



Graph 6

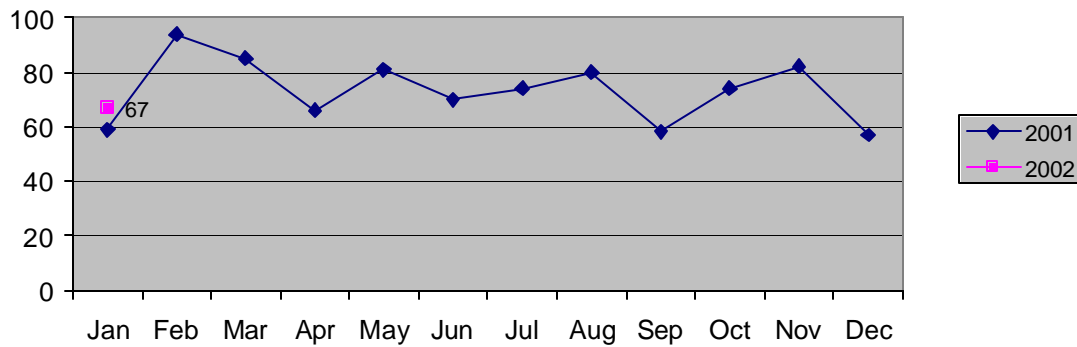
Telemarketing Solicitor Applications Approved:



Total number of active solicitors—538

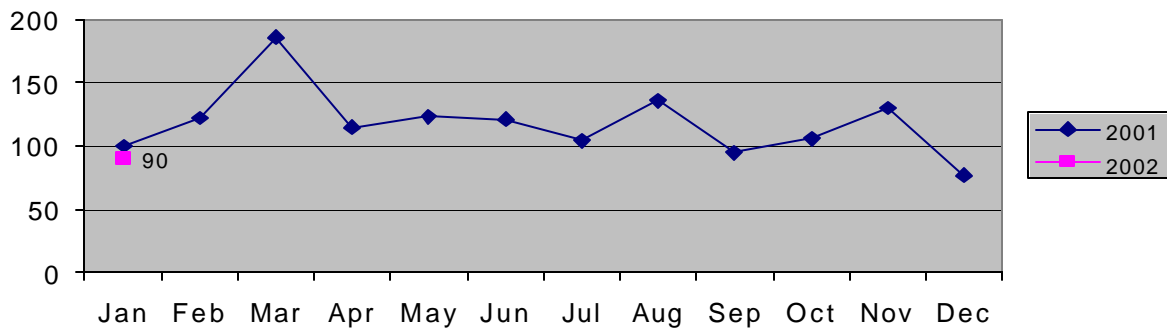
Graph 7

TDAP Applications Approved:



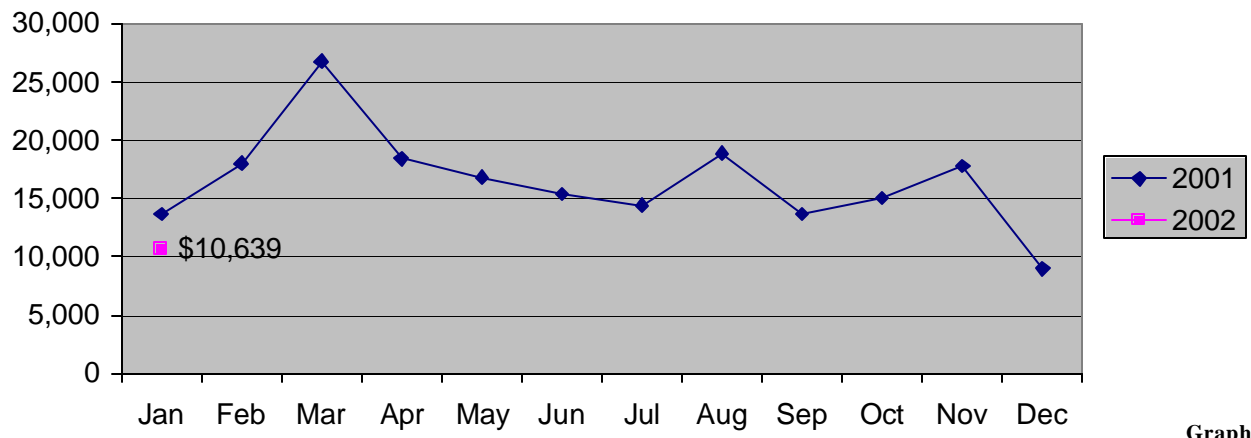
Graph 8

TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

Cc: David Waddell
Greg Mitchell
Joe Werner
Dan McCormic